



**State of Louisiana**  
Department of Health and Hospitals  
Office of Aging and Adult Services

**MEMORANDUM**

**OAAS-SC-10-024**  
**OAAS-P-10-013**

**TO:** Support Coordination Agencies  
Direct Service Providers Agencies of EDA and ADHC

**FROM:** Rick Henley *RLH*  
Division Director, Policy and Program Implementation, OAAS

**DATE:** October 12, 2010

**SUBJECT:** Revised Critical Incident Report Form and  
Individualized Back-Up Staffing Plan and Agreement Form

Revisions have been made to the *Department of Health and Hospitals Home and Community Based Services (HCBS) Critical Incident Report Form OCDDWSS-PF-08 Working Draft* currently in use by providers serving participants in the OAAS administered HCBS waivers. Effective November 1, 2010, OAAS will replace this form with the *Department of Health and Hospitals Office of Aging and Adult Services (OAAS) Home and Community Based Services (HCBS) Critical Incident Report Form OAAS-PF-10-014*.

The two major revisions to the form are: 1) it is now an electronically fill-able form and 2) it is now an OAAS specific form.

Please share this information with your appropriate agency staff and replace all existing forms with the revised form. Please note that direct service providers may continue to submit the new form to support coordination agencies by fax if necessary. However, the preferred method is for the form to be completed electronically and emailed to the support coordination agency. Direct service providers who wish to submit the form by email, shall first contact the support coordination agencies in their region to determine the appropriate email addresses that will be used by the support coordination agency to accept Critical Incident Reports.

A new form entitled *Individualized Back-Up Staffing Plan and Agreement Form OAAS-PF-10-015* is being posted for use effective November 1, 2010. This form shall be used to meet the requirement to include a back-up staffing plan in each Plan of Care (POC) for

all OAAS waiver participants. Use of this form is mandatory and it shall be submitted with each POC submitted on November 1, 2010 or thereafter.

To locate both forms, go to the OAAS website at <http://www.dhh.louisiana.gov> :

For the *Critical Incident Report Form OAAS-PF-10-014*, click on the left hand menu tab: "Critical Incident Reporting," then click on the link to "Most recent OAAS Policy, Forms, Training Materials, and Updates" for either Direct Service Provider or Support Coordination.

For the *Individualized Back-Up Staffing Plan and Agreement Form OAAS-PF-10-015*, click on the left hand menu tab: "Publications" and it will be found under Forms-General.

If you have any questions concerning either new form or critical incident reporting processes please contact your OAAS Regional Office.

Cc: Medicaid Waiver Assistance and Compliance  
Health Standards  
OAAS State Office Staff  
OAAS Regional Office Staff  
DHH Legal